



Trust Headquarters  
 Nexus House  
 4 Gatwick Road  
 Crawley  
 West Sussex  
 RH10 9BG

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

2nd February 2026  
 Internal Ref: 251220  
 Email:

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

**FOI Request / FOI Formal Response**

I am writing under the Freedom of Information Act 2000 to request information about several systems and services in use at South East Coast Ambulance Service NHS Foundation Trust. My inquiries are as follows:

<b>Technologies</b>	<b>Supplier</b>	<b>Software/System</b>	<b>Contract Ending Date</b>	<b>Revised expiry date</b>
Virtual ward and remote monitoring system provider	No system installed	Not Applicable	Not Applicable	Not Applicable
Remote consultation system provider	GoodSAM	Cardiac Alert	31/03/2028	Not Applicable
Population health management system	No system installed	Not Applicable	Not Applicable	Not Applicable
Theatre scheduling system	No system installed	Not Applicable	Not Applicable	Not Applicable



Maternity information system	No system installed	Not Applicable	Not Applicable	Not Applicable
Diagnostic imaging information system	No system installed	Not Applicable	Not Applicable	Not Applicable
Bed management system	No system installed	Not Applicable	Not Applicable	Not Applicable
Advice and guidance system provider	No system installed	Not Applicable	Not Applicable	Not Applicable
Clinical communications system	No system installed	Not Applicable	Not Applicable	Not Applicable
Hospital discharge system	No system installed	Not Applicable	Not Applicable	Not Applicable
Hospital pharmacy system	No system installed	Not Applicable	Not Applicable	Not Applicable
Laboratory information management system (LIMS)	No system installed	Not Applicable	Not Applicable	Not Applicable
Robotic process automation system	No system installed	Not Applicable	Not Applicable	Not Applicable
Patient engagement portal	No system installed	Not Applicable	Not Applicable	Not Applicable
Supply chain and inventory management system	NHS Supply Chain	Not Applicable	January 2027	Not Applicable
Cloud provider	Microsoft	Microsoft Fabric/O365	February 2028	Not Applicable
Trust Integration Engine(s)	No system installed	Not Applicable	Not Applicable	Not Applicable

**Please note: In relation to cyber security we are asking for the name of your main cyber security provider. We do not need to know the software or sub-contractors used.**



### Clarification on 'Not Applicable' Responses:

- Please enter 'No System Installed' if your trust does not have such system.
- Please enter 'No system needed' if your trust does not have a department or service which requires such a system.

### Clarification on Contract expiry date:

- If the contract is expiring in the next 6 months, please state if the trust plans to renew, re-procure or take any other action.
- If the contact is on a rolling basis, Please enter 'Rolling'.

**Additionally, could you please fill in the missing product names and revised contract expiry dates?**

### Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: [FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints).

Alternatively, the ICO's postal address is:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

**Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust**



Saving Lives,  
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon